

# Intercultural Communication for Business Leaders

GoSkills online course syllabus

**Skill level**

Beginner

**Lessons**

16

**Accredited by**

Verified by GoSkills

**Pre-requisites**

No prior experience needed

**Video duration**

49m

**Estimated study time**

49m 6s

**Instructor**

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## Introduction

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### 1 Global communication

As more companies shift to operating on a global scale with diverse employees, clients, and customers, business leaders need to build their intercultural communication skills.

## Introduction to Intercultural Communication

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### 2 Define intercultural communication

Before diving into intercultural communication and how you can build your skills, you'll need to be able to define the term and recognize the benefits of intercultural communication skills in a business setting.

### 3 Identify the social imperative

Communicating across cultures is vital to forming trusting and mutually beneficial social bonds with people from different backgrounds.

### 4 Uncover technology impacts

As technology has become more advanced, it's not business as usual, and as cultural expectations vary, you must learn to adapt your message.

### 5 Identify intercultural communication barriers

Although many people recognize the importance of effective intercultural communication, there are still many barriers preventing them from communicating across cultures successfully.

## Build Your Intercultural Communication Skills

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### 6 Talking vs. communicating

True communication occurs when all parties participate in creating shared meaning.

**7 Identify implicit cultural cues**  
Some cultures communicate more nonverbally than verbally.

**8 Listen to understand**  
Many people do not fully listen to understand possible hidden cultural implications in a message.

**9 Minimize misunderstanding**  
Misunderstanding and conflict always threaten true communication and can be particularly challenging in intercultural communication.

**10 Be mindful of communication styles**  
Communication styles can often become conflictual when misunderstood.

**11 Use inclusive language**  
People tend not to communicate in an environment where they do not feel valued.

## Develop Your Competence Goals

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**12 Define intercultural communication competence**  
Global leaders can interpret and respond to nonverbal and verbal signals from intercultural contexts.

**13 Build your department goals**  
Your entire department must have a plan to address intercultural communication competence.

**14 Craft your company goals**  
Your company brand should promote a culturally inclusive environment.

**15 Create your individual goals**  
Leaders lead.

## Conclusion

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**16 Next steps**  
Thank you for completing this course!